

SAMS I.Q. # 002

Issued: July 1, 2008

(Information note: "SAMS I.Q. #001" means SAMS (Social Assistance Management System) which is the software acquired from the Harmony Information Systems based in Vermont; I.Q. stands for Implementation Question; the number "001" is a sequential designation for identification / reference.)

Question #2 :

I am having a trouble with the login, can you send the login instructions that were used in training?

Answer:

Yes, attached in SAMS Helpsheet #2 that gives you the login instructions in a Word document.

Question #3 :

Do we still use the "demo" user ID and "training" for login to SAMS? When will the individual ID's be issued?

Answer:

Yes, continue to use "demo" and "training" for now, we are working on the individual ID's right now and plan on issuing them within the next day. You will notified when the new individual ID's are working there will be a overlap of another day to transition to your new ID.

Question #4 :

When I access the Consumers in the production database I see other consumers that are not mine am I doing something wrong?

Answer:

No, you are doing fine, demo/training ID and password "sees" all consumers. For the next day until we issue your personal ID (which will filter automatically) do the following. From the Consumers list, select the "Filter" button and then expand the "Care" section and select yourself as the "Default Provider" you will then see only your consumers. This will be corrected within the next two days.